



FINANCE MATTERS

Defense Military Pay Office

Fort Carson, CO

August 2012

TOP 3 LATE DOCUMENTS

- (1) Hostile Fire Pay (255)
- (2) Basic Allowance for Housing (194)
- (3) Leave (179)

Timely and accurate pay is a quality of life and mission readiness issue!

Reminder: the timeliness data is provided to Senior Leadership monthly. It is in the best interest of every Soldier to take all available steps to ensure timely submission of all pay documents.

| Unit/Brigade | Percentage | Unit/Brigade | Percentage |
|---|------------|-----------------------------|------------|
| MEDDAC | 98.47% | WOUNDED WARRIOR HHC | 98.36% |
| 1/8 INF, 3 RD BCT | 99.16% | 2-12 INF HHC | 97.18% |
| 4/10 CAV, 3 RD BCT | 98.00% | 1/12TH INF HHC | 100.00% |
| 1/68 ARM, 3 RD BCT | 99.11% | 704TH BSB HHC | 98.26% |
| 3 RD BDE, 3 RD BCT | 98.04% | MISSION SUPPORT ELEMENT | 100.00% |
| 3/29 FA, 3 RD BCT | 97.97% | 10TH SPEC FORCES, GSC | 97.47% |
| 3 RD SPECIAL TROOP BN, 3 RD BCT | 98.37% | 2 BCT, 4ID Rear | 100.00% |
| 230TH FMSU | 97.50% | 573RD MOVEMENT CONTROL TEAM | 100.00% |
| 1/68 ARM, 3 RD BCT | 99.11% | 2BCT,4ID HHC | 97.54% |
| USAG, HHC | 100.00% | 2ND STB, HHC | 97.05% |
| 75TH BCTD 5TH BDE 2ND BCTG | 100.00% | 1-2 AVN, HHC | 97.18% |
| 152d MOVEMENT CONTROL TM | 100.00% | 7-10 CAV HHT | 98.66% |
| 32ND MEDIUM TRK CO | 100.00% | 1-66th AR BN HHC | 99.10% |
| 59TH MP CO | 100.00% | 4ID BAND | 100.00% |
| 148th MP, CO A, (USAG) | 100.00% | 1-4TH INF REG, HHD | 97.17% |
| 440th CIVIL AFFAIRS BN | 100.00% | USAG, HHC | 98.67% |
| DENTAC DET | 100.00% | WORLD CLASS ATHLETES | 100.00% |
| 602ND SCCT | 100.00% | NORAD NORTHCOM, HQS US ARMY | 99.01% |
| WOUNDED WARRIOR BN HQ | 100.00% | JFCC-IMD/US STRATCOM | 100.00% |
| WOUNDED WARRIOR CO B CADRE | 98.18% | DENVER RECRUITING HHC | 98.62% |

IMPORTANT DATES

Midmonth Cutoff
Thursday, 02 August 2012
to affect mid-month pay

JULY'S UCFR Turn-In
NLT COB Wednesday,
08 August 2012

End of month Cutoff
Monday, 20 August 2012
to affect end-of-month pay

August's UCFR distribution
Wednesday, 30 August 2012

NOTE: See Distribution Box
for UCFR Briefing updates.

DMPO CLOSURES

The DMPO/230th FMSU will close early at
1200 Hrs on Friday, 17 Aug 2012

UCFR PICK-UP

The Fort Carson Defense Military Pay Office (DMPO) will conduct a monthly finance information briefing in addition to the Monthly UCFR Distribution. The audience for this major event will include all commanders, both military and civilian unit S-1, and non-divisional unit PAC personnel. All Fort Carson units are to be present with their current Access and AAA- 162 Rosters. Leaders from the military pay office will be on hand to address any pay concerns from the Fort Carson Military Community. Announcement bulletins will be sent to all units; ensure all units are represented at this event.

UCFR pick-up from the Defense Military Pay Office is a requirement. When Units

are deployed, the Rear-D is responsible for pick-up and certification for the entire Battalion. The Rear-D Commander must certify all UCFRs and ensure all supporting documents for corrections are attached and returned to the DMPO by the suspense date. Deployed units should contact the Rear-D if there are changes to be made to deployed personnel pay accounts.

Please address all questions and concerns to the Processing Section at 719-526-2607/6262.

PAC CERTIFICATION COURSE

The Fort Carson Defense Military Pay Office will be hosting a one day PAC Certification Course **Thursday, 16 August at 0900 in Bldg 1220**, 1st Floor Conference Room. The purpose is to train S-1 personnel in the areas of pay and entitlements. Pre-registration is required: Please see your training NCO to register through ATRRS prior to training.

Briefings for Separating Soldiers

ETS Briefing is held on the 1st and 3rd Wednesday of every month at the SRP building at 0700.

Retirement Briefing is held the 2nd and 3rd Wednesday of every month at the Balfour Beatty Community Center (6800 Prussman St) at 0800.

Briefings cover Final pay, Travel, Leave, Allotments, Disability Severance/Separation Pay outs and more. Finance will also be able to answer general questions and concerns Soldiers have about their pending separation.

INFORMATIONAL ARTICLES



ICE (Interactive Customer Satisfaction) We Are Listening

By Heather Dursi

ICE surveys are not always a favorite and can often be cause for concern. It can be hard to hear criticism when we do our best to service our customers. While no one likes receiving negative feedback, ICE surveys are in fact an indispensable tool for the Defense Finance and Accounting Service (DFAS) to not only "hear", but to "listen" to what our customers are saying about us, and to "improve".

DFAS is able to learn a lot from ICE surveys. They give the Defense Military Pay Offices (DMPOs) the opportunity to hear our customer's feedback (critical or positive) about our products, services and customer service. The DMPOs will use this feedback to identify emerging trends, areas in need of improvement, and areas of excellence and capitalize on those areas to ultimately provide better customer service. ICE surveys are not just beneficial to the DMPOs, they also benefit our customers in a variety of ways.

ICE surveys provide a mechanism for the DMPOs to listen to our customers. These surveys provide an avenue where customers get a chance to tell their side of the story, both positive and negative, of their DMPO visit. When customers feel that we value and will take action concerning their experiences, they will take the time and effort to tell us their story. They will feel important and valued. Offering customers the opportunity to take an ICE survey is a great way for us to say "we value what you

think is important and will incorporate change into our Customer Service mandate."

Offering ICE surveys to our customers also shows them that we are striving to make things better. They will sense that we are looking to continually improve. Our customers realize that we are human and they don't expect perfection, but they do want us to pursue improvement. We are here because of them and their service to our nation.

You may think you already know what your customers are thinking and what they want, but the fact is *we don't know if we don't ask*. ICE gives us the platform to ask. It is true that we are not going to like everything we hear, but it's necessary. Customers take surveys because they either like or dislike their experience while visiting the DMPO. DFAS desires to hear, listen, and to improve their Customer Service based on what the customer tells us about their experience. Please encourage our customers to take a moment to complete the ICE survey in order for our DMPOs to provide the ultimate Customer Service experience.

Remember, our customers are talking about DFAS whether we listen or not. ICE is a great way for us to listen to what they are saying.

FEEDBACK

Please tell us how well your finance office is supporting you at the following link:

https://ice.disa.mil/index.cfm?fa=card&site_id=614&service_provider_id=115982



DFAS Hire-A-Hero Internship Program



The Defense Finance Accounting Service DMPO Ft. Carson is seeking Wounded Warrior applicants for our Hire a Hero Internship Program. Continue to serve our Nation and your fellow Warfighters while gaining valuable job experience in either Military Pay or Computer Assistant functions.

The non-paid internship program is open to all soldiers in outpatient status at Ft. Carson, who have committed to transitioning out of the military. DFAS is seeking soldiers who have the desire to gain practical employment experience prior to transitioning to civilian life. Internship participants will have the opportunity to enhance their career readiness and prepare for a future with DFAS, or another organization. Completion of the Internship Program may lead to full-time employment at one of DFAS' many locations.

Request an application by emailing HiringHeroes@dfas.mil or calling 719-524-0040.

Customer Service

IDP Proration Guidance for Temporary Absences from an IDP Area

MILPAY Messages 12-044

Effective 1 June 2012 all units must track Soldiers who depart an IDP area. Units are required to provide the appropriate personnel accountability information to the

serving finance office to ensure IDP proration adjustments are recorded on the Soldier's pay record.

For all absences outside the IDP area, the unit will submit a DA4187 reporting the dates of the absence. The 4187 will state the date the Soldier departed and returned as reflected on the DA31. Do not submit the DA31 as the source document.

For TDY, submit the paid settlement voucher (DD1351-2 or DTS) as the source document for making IDP proration adjustments.

Debt Management

Remission or Cancellation of an Indebtedness

Reference: Army Regulation 600-4.

The Secretary of the Army has designated the Commanding General (CG), U.S. Army Human Resources Command (HRC) to act for him or her in processing applications. This will be done per AR 600-4.

The Secretary of the Army may remit or cancel a Soldier's debt(s) (partially or in full) to the U.S. Army or its instrumentalities, (including Non-Appropriated Fund Instrumentalities) if such action is in the best interests of the United States; if the debt was incurred while on active duty or on active status, and if the Soldier received an honorable discharge (if separated from active duty). This responsibility is by authority of Section 4837, Title 10, United States Code (10 USC 4837).

Remember: Filing a remission application does not guarantee that the debt will be remitted. HRC can deny, partially remit, or remit in full depending on the circumstances. Cases of fraud and judicial punishments are not eligible for remission.

A Soldier indebted to the U.S. Government may request that the debt be remitted or canceled on the basis of hardship, injustice, or both.

a. Injustice. If claiming injustice only, the Soldier should fill out DA Form 3508, sections I, VII, and VIII.

b. Hardship. If hardship only is claimed under DA Form 3508, item 15, the Soldier will need to fill out all items on the form. In section VII, include any unusual factors or obligations that could help prove that repayment would cause hardship.

(1) When claiming hardship, failure to fill out all sections of DA Form 3508 will result in the application being returned for completion.

(2) When claiming hardship, refusal to fill out all sections of the form will result in the application being returned without action.

c. Injustice and hardship. If claiming both hardship and injustice, make sure to fill out all sections of the DA Form 3508. Enter "NA " for items that do not apply.

The remission package must be submitted to the Debt Management section for review and submission to HRC. The package must contain:

a. Waiver/Remission of Indebtedness Application (DD Form 2789).

b. A sworn statement, Form DA 2823 (completed by Soldier) signed by JAG.

c. Memorandum from Commander recommending full or partial approval or denial. The Commander should state the character of the Soldier and value to the Army.

d. Brigade Commander's (05) endorsement letter.

e. Statements from persons having knowledge regarding the indebtedness.

f. Any other document that substantiates the facts stated in the case (i.e. copy of original document that caused the overpayment, enlistment/reenlistment contract for bonus overpayment, Army Emergency Relief Budget calculation).

g. Current Leave and Earning Statement(s).

h. Copy of last W-2 (if applicable).

A debt must meet certain criteria to be eligible for remission. Indebtedness to the U.S. Army that may be remitted or canceled under 10 USC 4837. A Soldier's debts to the United States Army may be remitted or canceled on the basis of this regulation in cases arising from—

a. Payments made in error to a Soldier.

b. Payments made in excess of an allowance on behalf of a Soldier.

c. Debts incurred while serving on active duty as a Soldier. (AR 600-4 • 7 December 2007/RAR 29 April 2009 1)

d. Debts acknowledged as valid.

e. Debts for which an appeal has been denied (DOD 7000.14-R, volume 7A, paras 5004 and 5005; AR 37-104-4, chapter 32; or 10 USC 2774).

f. Debts for which a waiver has been denied (DOD 7000.14-R, volume 7A, para 5007; AR 37-104-4, chapter 32; or 10 USC 2774).

g. Debts established as a result of financial liability of investigation of property loss (AR 735-5, chap 13). (See paras 1-7 and 1-11d).

MPR



Entitlement Verifications

Finance is required to perform periodic Entitlement Verifications on service member's pay. This month entitlement verifications for COLA, Parachute Pay, Flight Pay, Stress Duty Pay, and Dive Pay have gone out with the Unit Commander Financial Report's (UCFR's).

It is imperative that these entitlement verifications are reviewed and any changes that need to be made are annotated and affected service members are sent into the Finance Office for corrections. There are Suspense dates on the cover letter of these entitlement verifications and this month will be August 30th, 2012. The Unit commander should be signing the last page, confirming that they have reviewed all notations and agree with their soldier's pays. Please have all reviews and corrections submitted to Finance by the suspense date.

Failure to comply will result in the stop of the entitlement until verification is complete.

SRP

Information pertaining to deployment entitlements can be found in the *DODFMR, Volume 7A, Chapter 17, Chapter 24, and Chapter 27.*

The Fort Carson Defense Military Pay Office SRP station has had several Soldiers who

have returned from a deployment and processed through SRP Finance with their deployments entitlements still being paid. All deployment entitlements should be stopped on the day the member departs the station as a result of permanent change of station reassignment. Since the other stations do not make input to stop deployment entitlements we need a copy of either the manifest showing the dates that they departed theater, release from theater orders, or redeploy orders with date of departure from theater listed.

This procedure is in place to ensure that deployment entitlements are stopped on the correct date and the Soldiers are not over or under paid. If the Soldiers arrive at SRP without these documents, the Soldiers will receive a No-Go at Finance until the documents were produced. S1's should ensure that Soldiers have either a manifest showing the dates that they departed theater, release from theater orders or redeploy orders with date of departure from theater listed. Please have a copy of these documents in the Soldier's SRP packet prior to arriving at SRP.

Processing



Missed Meals for All Soldiers Who Are In Possession of a Meal Card

References: AR 37-106, AR 37-104-3 and DOD FMR, Vol 7A, Chapter 25

Members who have missed meals certified by the commanding officer/commanders or

their designee are exempt from mandatory collections, and pay account collections will be suspended or adjusted with a credit.

Claims for missed meals are only authorized for meals missed due to mission requirements and that are supported by individual signature headcount records (DA Form 3032). Submission of the DD Form 1475 (Basic Allowance for Subsistence - Certification) for missed meals is not authorized for: meals that were not consumed due to personal preference; that are accounted for by the one line entry method on DA Form 3032 (Signature Headcount Sheet); or present for duty certification as used under the Combat Field Feeding System (CFFS). This method of reimbursement for missed meals will be used by both officers and enlisted personnel.

Unit commanders will ensure a DD Form 1475 is prepared within 3 working days following an exercise. It will reflect the names and meals missed by enlisted and officer service members due to duty requirements. After all data has been entered, the military supervisor of those personnel who are listed on the form will verify the data and enter this statement: "The data above is true and correct to the best of my knowledge," on the next open line on the DD Form 1475. They will then sign and date their statement. The certificate will be approved by the commander who will then forward it to the S1/PAC Section for transmittal to finance.

Upon receipt, the FAO will verify receipt (DD Forms 1475) and return a copy of the transmittal letter to the unit or PAC. If the finance verified copy has not been received within 30 calendar days, the unit commander or PAC will initiate follow-up action.

Travel

Dislocation Allowance

Information pertaining to Dislocation Allowance can be found in *Volume 1, Chapter 5: Permanent Duty Travel, Part G: DLA of the Joint Federal Travel Regulation.*

DLA is used to partially reimburse a service member for expenses incurred when relocating a household during a PCS move. DLA can be paid in advance of a PCS move or after the move has been completed.

The following documents are required for a DLA Advance: PCS Travel Advance Request Form, Orders, and a DA FORM 31. If a soldier does not receive a DLA advance, all documentation will be collected to receive DLA during inprocessing at the new duty station.

If a service member's PCS orders authorize movement of dependents, the service member will be reimbursed using the DLA rate at the with dependent rate. To receive this rate, the service member must complete Box 13 on the DD 1351-2, Dependents' Address on Receipt of Orders.

If a service member does not have dependent, is not authorized travel and transportation allowances for travel of a dependents, or does not relocate dependents the service member will be reimbursed at the without dependent rate only if the service member does not reside in the barracks.

DLA Rates can be found on the DoD Per Diem, Travel and Transportation Allowance Committee's website:
<https://www.defensetravel.dod.mil/site/other/ratesDLA.cfm>

Separations



under the age of 12. The soldier will only be reimbursed up to cost of *Home of Record/ Place of Entry Duty/ Home of Selection*.

Travel vouchers can be mailed to:

DFAS-ROME
ATTN: ETS TRAVEL
325 Brooke Road
Rome, NY 13441

Fax: (317) 275-0277, Attn: Retiree/ETS Travel

Travel Settlement Information

Information pertaining to travel settlements for separating soldiers can be found in Volume 1, Chapter 2, Section U2605 of the Joint Federal Travel Regulation.

When submitting travel vouchers to DFAS Rome, ensure that the following documents are included: 1351-2(Travel Voucher), 2 copies of orders and amendments, Copy DD Form 214 (member-4), Copy of Vehicle Registration for POV's if authorized return to O-CONUS, and Travel advance information, if applicable.

Soldiers separating from the Army are entitled to \$.23 per mile for each POV. To calculate the number of travel days authorized, the total number of miles is divided by 350 miles per day. If the remaining mileage is more than 50 miles an additional day is authorized. For example, 800 miles of authorized distance would be 3 days of travel $900/350 = 2$ days with a remainder of 100 miles, 100 is greater than fifty so one additional day is allowed for a total of 3 days travel. Orders must say "Dependents- Yes", to be reimbursed mileage for a second POV. Soldiers are also authorized \$123.00 of per diem for each authorized travel day plus \$92.25 per day for each dependent age 12 and over and \$61.50 per day for each dependent

Defense Military Pay Office

Business Hours: 0730-1600

BLDG 1220

Customer Service

Military Pay Inquiries (719) 526-6254

Disbursing (719) 526-5151

BLDG 1218

**In/Out Processing, Travel,
Separations and Retirements**

BLDG 1042

Reserve Pay Room 307

SRP Room 340

Defense Military Pay Office POCs

| | |
|--|---|
| Director | 526-3443 |
| Deputy Director | 526-3443 |
| Finance SGM | 526-8507 |
| IOP/Reserve Pay/SRP Site | 526-6230 |
| Processing/ Customer Service/ Debt Management/Special Actions | Supervisor: 526-6317 |
| Wounded Warrior Building 1220 Room 122 | 524-0315 |
| Disbursing Building 1220 Lobby | 526-5151 |
| Reserve Pay Building 1042 Room 307 | 526-9812 |
| Customer Service Building 1220 Lobby | 526-6254 526-1052 |
| Debt Management/ Special Actions | 524-1581 |
| Separations/Retirements Building 1218 Room 229 | 526-8236 526-4233 Supervisor: 526-6230 |
| In & Out Processing Building 1218 Room 236 | 526-0392 526-1302 Supervisor: 526-6230 |
| 230th Financial Support Unit | |
| Commander | 526-1534 |
| First Sergeant | 524-1130 |